i-911™ VoIP Solution

FCC and CRTC Compliant:
Call Back Number and Location Information From a VoIP 9-1-1 Call.

Let Us Be Your VoIP Safety Net

To compete in today's market, you need a 9-1-1 solution that is reliable for your customers and flexible enough to grow with the rapid rate of change in VoIP technologies. Your solution must comply with Federal rules and regulations and provide safety to your subscribers.

HBF's i-911 VoIP service provides you with an easily deployable 9-1-1 solution that is compliant with recent FCC and CRTC orders. Our Web Services based solution allows you to integrate your provisioning and customer care system with i-911, in real-time.

As an additional measure of safety, emergency calls can be routed through our i-911 Safety Response Center that is staffed around the clock. Our call takers are trained to verify the subscribers location, route the call to the appropriate Public Safety Answering Point (PSAP) and stay on the call with your subscriber. i-911 delivers location information and call back number directly to the designated PSAP.

i-911 VoIP Solution

- Complies with the FCC' and CRTC VoIP requirements for E9-1-1

- Delivers call back number, location information and correct PSAP information from an emergency VoIP call

- Supports static and nomadic subscribers

- Routes to the HBF Safety Response Center or the appropriate PSAP for the subscriber's area

- Multiple i-911 Safety Response Centers throughout U.S. and Canada

- i-911 Safety Response Centers staffed 24x7

- Language support: English, French, others as needed

- Full call history and digital recording of all calls

- Provides a clear migration path as 9-1-1 standards & regulations evolve

- Available for immediate implementation

- No capital investment required
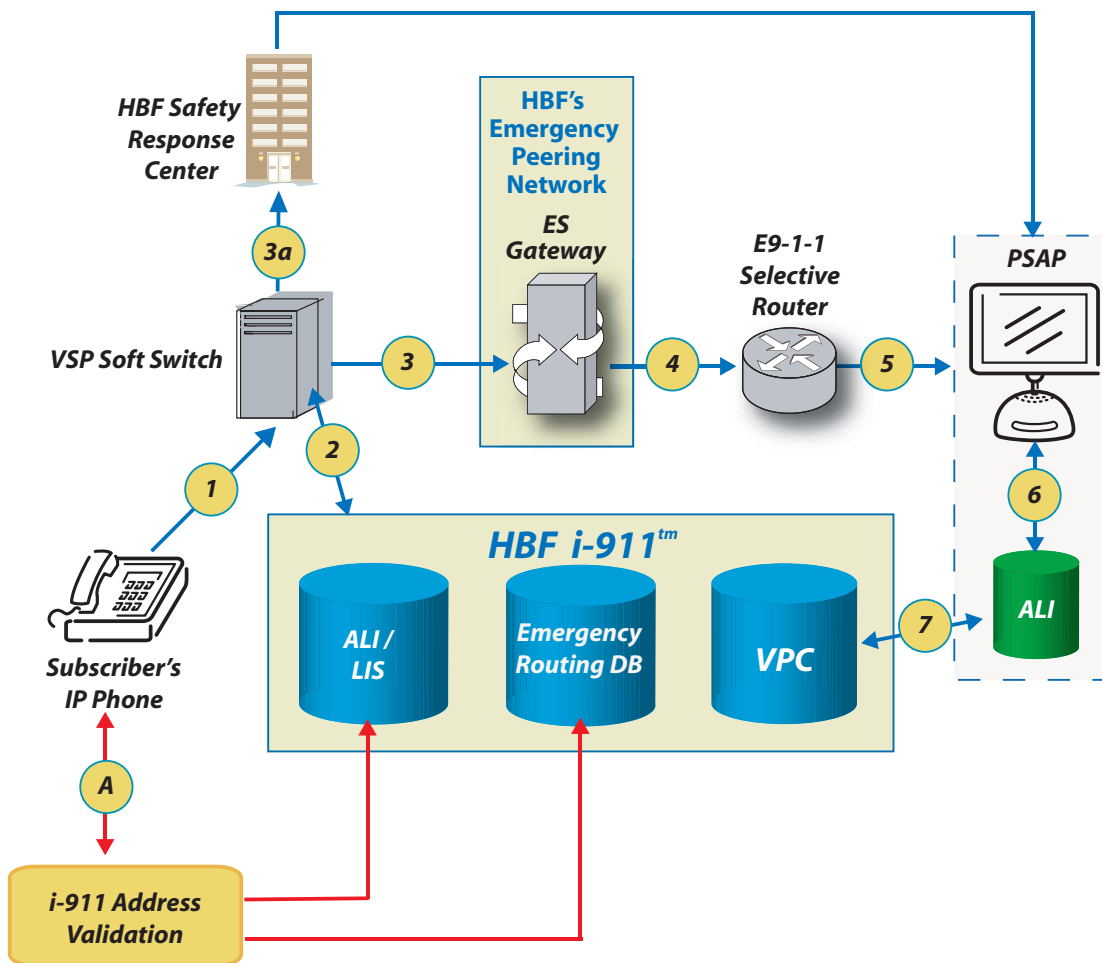
Call Flow

A) The subscriber's location is validated utilizing a web services connection to i-911.

1) The subscriber dials 9-1-1.

2) Your VSP soft switch queries i-911 for routing instructions based on subscriber's supplied location information.

3) Utilizing HBF's Emergency Peering Network, you deliver the call to the correct Emergency Service (ES) Gateway.
      a) Unroutable calls can default to HBF's Safety Response Center. No call goes unanswered.

4) The ES Gateway delivers the call to the correct selective router.

5) The selective router delivers the call to the correct PSAP.

6) The PSAP queries their ALI using the ESQK associated with the call.

7) The ALI steers a query to i-911's VoIP Positioning Center (VPC) to retrieve location information. The dynamic ALI information is delivered back to the PSAP.